

**Pittsburg State University**  
**Employee Crisis and Death Procedures**  
*(October 8, 2012)*

**Purpose**

In the event of severe injury or death of a PSU employee, various University staff and departments will be involved depending on the nature of the crisis. The actions identified in this document are intended to:

- Assist those involved in dealing with the crisis to respond appropriately.
- Provide coordination with external individuals and agencies.
- Provide communication within the university community.
- Assist in post-crisis support and resolution.

The full content of these procedures are intended for implementation for the death of an employee. Portions of the procedures may need modification or omission in the event of severe injury of an employee or if a criminal investigation results from the crisis. Procedures outlined in the Student Crisis Response Procedure may also be followed if an employee crisis also involves students and the campus.

**Important to Remember**

1. Individuals other than emergency personnel should not enter a home unattended. If a PSU employee has concerns about the welfare of a co-worker and there is no response at the home, the employee should call 911 or the local law enforcement agency and request that they check on the co-worker.
2. Law enforcement will notify relatives or next of kin. They may need assistance from the University in finding these individuals, but they will be responsible for contacting them.
3. The Associate Vice President for University Marketing and Communication is responsible for coordinating the release of information about the incident. University personnel should direct all inquiries from external sources to this individual.
4. If you hear about the death or severe injury of an employee and have not seen an official response from the University, you can call HRS to report the incident to ensure that the University is aware that it has happened.

Note: The University generally sends an official response only for the death of an employee.

**If the Crisis is On Campus**

1. In the event of an employee crisis **on campus**, any individual first to respond must contact emergency personnel by dialing 911. 911 calls made from an on campus landline will go to PSU University Police. 911 calls made on a cell phone will go to the

Pittsburg Emergency Response Center. The Center will then notify PSU University Police.

Note: Every effort should be made to preserve the scene of an incident exactly as discovered.

2. PSU University Police will request emergency responders as needed for the situation.
3. PSU University Police will respond to the scene to assist with securing the area, crowd control, and the investigation as appropriate.
4. PSU University Police are in charge at the scene of an incident until all appropriate actions have been taken.
5. Law enforcement will notify relatives or next of kin as needed.

### **If the Crisis is Off Campus**

1. In the event of an employee crisis off campus, any individual first to respond must contact emergency personnel (city police or sheriff, depending on the location) by dialing 911. Law enforcement may notify PSU University Police if emergency contact information is needed.
2. Law enforcement will notify relatives/next of kin as needed.

### **University Staff/Department Duties and Responsibilities**

1. **Director of University Police & Parking Services**
  - a. Direct the duties noted above if the crisis is on campus.
  - b. Ensure contact is made with the Vice President of Student Life, the Area/Department Heads where the incident has occurred.
  - c. Contact the PSU Campus Environmental Officer, if needed.
  - d. Coordinate activities if a criminal investigation results.
  - e. Determine if Emergency Contact information is available in GUS and provide to law enforcement as requested or needed. Contact the Director of Human Resource Services if needed for assistance.
2. **Vice President of Student Life**
  - a. Notify the President's Council, appropriate Dean and Area/Department Head and the Director of Human Resource Services.
  - b. Notify other University personnel (e.g. University Counseling staff) as appropriate.
  - c. Determine if the Student Crisis Response Procedure should be implemented.
3. **Human Resource Services**
  - a. Assist law enforcement in determining if emergency contact information is available in the employee's electronic personnel file if requested.
  - b. Ensure that the appropriate University personnel have been notified of the event if information is received other than from the Vice President of Student Life
  - c. Provide information about benefits (health insurance, life insurance and retirement) to the appropriate family members.

- d. Coordinate processing of final pay check.
  - e. Process changes to HR system access as needed.
4. **Associate Vice President for Marketing and Communication**
- a. Coordinate all information released externally by the university associated with the incident and respond to all requests for information from media personnel.
5. **Director of Government and Community Relations**
- a. Contact (when appropriate) area legislators, apprising them of the circumstances of the incident and answer questions they might have.
6. **Department Head or Supervisor**
- a. Notify co-workers, students and other appropriate individuals. Request assistance from University Counseling Center Counselors as needed.
  - b. Arrange for continuation of classes if applicable.
  - c. Ensure that the employee's office is secure and act as a custodian for personal effects, including electronic documents and data.
  - d. Determine the location of University owned property, including property purchased with grant funds, issued to the employee. Ensure that the property is returned to the appropriate department. University owned property includes, but is not limited to:
    - Computer (laptop and/or desktop)
    - iPad or Tablet
    - Cell phone
    - Building and office keys
  - e. Contact the appropriate university staff/departments to request changes to the following:
    - Add other PSU employee(s) to Canvas courses – College Instructional Support Consultant
    - Access to the employee's electronic devices – Office of Information Systems or Academic Tech Support Consultant
    - Access to the employee's email account, GUS account, the Administrative system, other system access -- Office of Information Systems
    - Changes to HR systems access -- Human Resource Services (if employee was a supervisor or timekeeper)
    - Changes to Business Office systems access -- Business Office (if employee was an authorized signature or approver for Gorilla Marketplace)
  - f. Coordinate the review of information stored on the employee's University-owned electronic devices. Secure University documents and preserve student information. Save electronic copies of personal information on a jump drive or other electronic device to be given to the family. Request assistance from the Academic Tech Support Consultant or OIS if needed.

- g. Coordinate grant activities with the Graduate & Continuing Studies Grants Coordinator if applicable.
  - h. Return the deceased's personal belongings to the family or provide access to the family to the deceased's office when appropriate so that they can gather personal belongings.
  - i. Review the deceased's office files and dispose of documents as appropriate.
  - j. Consult with the General Counsel on issues related to property ownership, including personal and intellectual property as needed.
7. **College Instructional Support Consultant**
- a. Provide access to the employee's Canvas courses as requested by the Department Chair or Dean.
8. **College Academic Technical Support Consultants**
- a. Provide assistance to the Department Head or Supervisor with access to electronic devices as requested by the Department Chair or Dean. Coordinate assistance with the Office of Information Services as needed.
9. **Office of Information Services**
- a. Provide assistance to the Department Head or Supervisor with access to University systems and electronic devices as requested. Coordinate assistance with the College Academic Technical Support Consultants as needed.
  - b. Process refund for Banana Bucks if applicable.
10. **Director of Equal Opportunity** (if the crisis involves an international employee)
- a. Review the employee's visa status and coordinate information with University staff and other officials as needed.
11. **General Counsel**
- a. Provide guidance on issues related to property ownership, including personal and intellectual property as needed.
12. **Axe Library**
- a. Library: renew all materials checked out to avoid inadvertent overdue/fine notices.
  - b. Waive fines if owed.
13. **Purchasing Office**
- a. Cancel Procurement Cards issued to the employee.
14. **Business Office**
- a. Process changes in Gorilla Marketplace, Unit Authorized Signature, Grant Authorization, etc. as requested by the Department Head or Supervisor

**15. Building Trades**

- a. Secure building and office keys from the Department Head or Supervisor.

**16. Custodial & General Services**

- b. Coordinate custodial services as needed with the PSU Campus Environmental Officer.

**17. University Police & Parking**

- a. Waive parking fines if owed.

**18. Student Rec Center**

- a. Check records for family memberships and update records as appropriate.

**19. Campus Environmental Officer** (if the incident involves the need for clean-up and removal of biologically hazardous or infectious material)

- a. Contact Via Christi Hospital administration (231-6100) to secure permission to have its Infectious Control Coordinator supervise initial action and follow-up activity by university custodial staff.
- b. Contact the Director of Custodial and General Services to coordinate support of Via Christi staff and follow up activity by university custodial staff.

**20. University Counseling Center Counselors**

- a. Coordinate psychological counseling, emotional support, and spiritual referral to co-workers and students in need of assistance as a result of the incident. The following personnel will likely be involved and assist counseling personnel: campus ministry personnel, volunteer assistance from area counseling professionals, and professional staff within Student Life.
- b. When utilizing assistance from area professionals, provisions must be made for parking, meeting space, and support.

**21. Development & Advancement Services**

- a. Assist family or colleagues with establishment of memorial fund as requested.
- b. Update other records as needed.

Approved by President's Council October 8, 2012

*Updated 7.6.2016*